

THE TULALIP TRIBES
CASINO/BINGO
Job Description
“Re-Advertisement”

JOB TITLE: Rewards Club Host

POSITION NUMBER: TGO-197-05

NOTE: Sections in box are minimum requirements that all applicants must have to be considered for this job. These requirements must be stated on your application to be considered for this position.

The Tulalip Tribes publicly announces that Indian Preference in hiring shall apply to Tulalip Tribal job opportunities.

EDUCATION:

- ☐ High School Diploma or GED equivalent preferred. (**Attach copy of either document if applicable**)
- *If applicant does not meet this education requirement, employer will allow six (6) months from date of hire to meet job requirement, as a condition of employment.

SKILLS:

- ☐ Must have strong organizational skills and the ability to stay on task.
- ☐ Ability to document necessary information for marketing analysis.
- ☐ Solid interpersonal, and public relation skills with emphasis on verbal communication and interfacing with a diverse array of people, i.e., personnel, customers, vendors, management, and executives using poise, tact, and diplomacy.
- ☐ Ability to maintain composure, think clearly, and perform well under pressure in a fast paced work environment.
- ☐ Ability to type 20 wpm. (**Test required**)
- ☐ Strong math and analytical skills (**Test required passing with 75%**)

EXPERIENCE:

- ☐ Minimum of two (2) years working experience in daily interaction serving customers.
- ☐ Minimum of six (6) months working experience utilizing a minimum of one of the following programs: Word, Excel, or Access.

OTHER REQUIREMENTS:

- ☐ Will be responsible for the deliverance of the highest level of customer service to guests, VIP's, and co-workers.
- ☐ Must attend mandatory guest service training.
- ☐ Must be flexible to work at all gaming sites, the "New" Tulalip Casino, the Quil Ceda Creek Casino, and Bingo.
- ☐ Must successfully complete and pass a National Indian Gaming Commission background investigation.
- ☐ Must be able to obtain a Class III certification, and be licensed, with the Washington State Gambling Commission and the Tribal Gaming Agency.
- ☐ Must be able to work any shift assigned to include days, swing, grave, weekends, and/or holidays.
- ☐ Must have a successful employment history with Tulalip Tribes and/or other employers.

Physical Characteristics and/or Prerequisites:

- ☐ Tolerance to work in a smoke filled environment.
- ☐ Manual and finger dexterity to operate computer and perform routine handwriting.
- ☐ Mobility and stamina to climb stairs on a regular basis.
- ☐ Stamina to sit, stand and/or walk for prolonged periods of time up to 8 hours.
- ☐ Strength and endurance to lift and carry short distances up to 25 lbs. on an occasional basis.
- ☐ Flexibility to bend and/or stoop on an occasional basis.

Tribal Department: Casino - Marketing

Employee Classification: Non-Exempt

Job Summary: Dedicated to serving the guests of the casino at the Club desk and on the gaming floor, providing a positive impression and the best possible service to the TGO guests.

Employee Reports To: Rewards Club Supervisor or designee

Extent of Job Authority: Under the guidance of the Rewards Club Supervisor, serves the Club guests and players of the TGO as established by standard operating procedures and applicable controls.

Specific Duties Performed:

1. Performs liaison tasks by receiving and appropriately directing internal and external guests and patrons.
2. Provides specific and general departmental information regarding the Casino.
3. Provides high quality customer service and hospitality in the execution of assigned duties to include, but not limited to, greeting

- customers, arranging customer requests, directing customer complaints, and assisting customers.
4. Provides specialized service to groups and VIP guests.
 5. Prepares for the arrival and greets groups and patrons.
 6. Provides tours for casino guests as needed.
 7. Builds and promotes Club membership.
 8. Enters all new Club memberships and data entry for complimentary authorization points.
 9. Redeems Club points for casino merchandise and other casino services.
 10. Works as an ambassador while on the casino floor.
 11. Researches, compiles and prepares data for reports; assists with special projects.
 12. Participates in casino promotions, events and concerts to ensure excellent customer service.
 13. Promotes and carries out Club promotions and events.
 14. Provides feedback and assists as needed for each promotion and events.
 15. Assist Supervisors as requested or needed.
 16. Ensures compliance with Tribal, State, Federal, and NIGC regulations.
 17. Ensures control/protection of company assets.
 18. Performs other job-related duties as directed by the Rewards Club Supervisor and/or Manager.

Terms of Employment: This is a Regular Full-time position, requiring at least 40 hours per week, or 2080 hours per year.

Pav Range: \$12.72 per hour

Opening Date: January 4, 2006

Closing Date: January 17, 2006, at 4:00 pm.

Please return your completed application, to the 1st floor casino receptionist, by the closing date and time, to the Tulalip Casino at 10200 Quil Ceda Blvd. Tulalip, WA 98271.

The 1st floor casino receptionist is available 8:00 a.m.- 6:00 p.m., Monday- Friday.